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GOVERNOR'S COUNCIL FOR PEOPLE WITH DISABILITIES

ANNUAL CONFERENCE

"INVEST IN PEOPLE: SHARE IN THE PROFITS"

AFTERNOON BREAKOUT

DISASTER PREPAREDNESS: ENABLING YOU AND YOUR COMMUNITY

PROGRAM

PRESENTER: STEVE CAIN

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>> DON COUNTS: Good afternoon. This is the Disaster Preparedness and Enabling You and Your Community Program. Our speaker today is Steve Cain, and Steve Cain received three national USDA awards for disaster education: The USDA Superior Service Award for educational response to the drought of 1988, Team Award, the Group Honor Award for Excellence in 2002, and the Partnership Team Award for efficient use of resources in 2009.

In 2002, he was named the National Leader for the EDEN Homeland Security Program. In 2004, he was selected as an agroterrorism consultant to the National Academician of Science. He was elected President of the Indiana Volunteer Organizations Active in Disaster. He is now involved in forming community organizations active in disaster around the state.

He has published thousands of articles nationally. In the 1970s, Cain was an agricultural journalist. Since 1979 he has been a communications specialist for Purdue Extension. From 1989 to 2003, he was a contributing writer to World Book. In 1997 and '98 he hosted the nationally televised science and technology update for DirectTV's Channel Earth.

Also the 1990s, Cain was a volunteer communication

consultant in Bulgaria, Croatia, Estonia, Russia and Uganda. So we have a well-qualified speaker, and this can be actually one of the more important classes that you take, especially for most of you had problems in the ice storm January of this year. And we have a lot of counties started working on that. Steve?

>> STEVE CAIN: Thank you, Don. Is there too much noise coming from the background? Are we okay? Well I'm here to tell you today that Purdue just announced that there's a new cure for swine flu and bird flu that's quicker. For swine flu you use an oinkment. And for bird flu you use a tweetment.

[Laughter]

So ended my career in comedy. We'll get into disaster topics.

I worked in this area since 1988, which by the way was the most deadly disaster in the United States. 10,000 people died in the heat wave that was associated with the drought of 1988. I read the headlines over and over of the elderly, young people with asthma dying in Chicago, Indianapolis, Des Moines because they did not have facilities they could go to or alternative plans to deal with the drought and the heat.

I'm going to cover several topics today. And I am extremely informal. So if I'm not saying something right or covering something right, please feel free to stop me and we can discuss topics. But I'm going to give some general disaster information about Indiana and a couple of disaster resource websites. I'm going to talk about some statistics on special needs. And then more importantly I'm going to talk about developing a plan for you and a plan for your community. As Don said, one of the things I'm trying to do in the state is to get our counties and our communities to a point where we are putting more people resources into thinking about everyone in the community and how we prepare for a disaster. So I'll talk about that. And then finally if we have time, I'm going to stop with some leadership information during a disaster.

The last year and a half I have barely had a weekend -- in fact, two-weekends ago when that nice beautiful weather we had, I got out and had a wildlife area that had kind of gone bad the last year and a half because I've been responding to the floods of Indiana. You can see up here we had 80 counties that have had some form of federal declaration in the last year and a half. And I imagine some of you in this room are involved -- have been involved

in some of that. I know some of you had your own personal experiences with tornadoes, floods and storms.

But there is not a county in Indiana that has not had a federal declaration at some point, if not floods and tornadoes, it's ice storms, straight line winds, which are actually -- straight line winds cause more damage than tornadoes. Everyone fears a tornado. But a tornado is like a needle on a phonograph. And a straight line wind to the state is just over the whole record, if you can use that analogy. That's why more people are affected by straight line winds.

Floods are the most deadly in the United States. More people die from floods on a per year average basis. Drought's number one when it happens. It exceeds floods. But we have more people that die from floods.

A disaster is any event that what? The ability to respond. A disaster overwhelms.

>> The public.

>> STEVE CAIN: That's a really good answer. It overwhelms an individual's ability to respond. Richard was telling me he had a fire. That was certainly a disaster for Richard. A disaster is any event that overwhelm's an individual's responsibility to respond or a community's

responsibility to respond, which would be a flood.

Going larger, a disaster is anything that overwhelms a state's ability to respond. And that's when the state -- this is the first point in that hierarchy, that step, the state now applies to the federal folks. We did that five times. We had five disasters in the last year and a half that the State of Indiana did not have enough resources to respond to.

And finally an event, not finally. We go one more step. An event can overwhelm the United States. We had that with 9/11. We had money coming in from other countries after 9/11. Other countries were donating money to the United States for that response.

Katrina is really kind of -- it overwhelmed our nation's ability to respond to a disaster. Those two are single-point disasters that were overwhelming to the entire country.

But you can also have disaster that overwhelms the world. What do you think that might be? I kind of hinted to it in my attempt to joke. What do you think that might be?

>> H1 N1.

>> STEVE CAIN: Bingo. Swine flu in 1918 killed

millions of people. I think half of a million people here in the United States. It was a disaster that overwhelms the world.

A little bit later I'm going to talk about -- I'll bring it back up -- all disasters are local. And the point I want to make about that is the very tiny disaster and the very huge disasters, that's even more true than ever. The little tiny disaster no one cares about you. You have trouble getting empathy. You have trouble getting volunteers. You have trouble getting help because it's your disaster. And you may get the fire and emergency response people may come out and put out the fire; but after that, you may be on your own for quite a while.

Now, there's some things we can do to help with that.

In a worldwide disaster, you're definitely on your own. The world is so overwhelmed that we'll have trouble helping other people. In a true pandemic -- let me back up. The definition of pandemic is that it can spread globally. That's really all it is. And H1N1 is global.

Now the kind of pandemic I'm afraid is where one person walks in the room and sneezes and all of us have it. That is a pandemic of massive proportions that will cause 30 or 40% of the population not to show up for work, maybe

numbers like that where people are either hospitalized, which we'd be overwhelmed with, or die.

So when a disaster gets so large, the ability for the disaster community to respond decreases. And we kind of had that in 2008-2009 of this year. As President of the Indiana -- I work with volunteer groups around the nation. They want to send volunteers in. They want to send money in. There is no money right now. No money. The volunteer organizations helping with disasters are tapped out after the hurricane that we had in '08/'09, the Midwest floods. We have people who still need money and we're struggling to meet their needs. We have people that basically we've gone in and gutted it and cleaned out their homes, but we have not had the funds or the help or the volunteers to rebuild their homes because it truly tapped out our national resources.

Will it get done? Yes, it will eventually. Eventually some of those homes will be rebuilt or also in some cases those people move on and go someplace else and choose to get help in another way.

So all disasters are local. And that's important a little bit later on.

Now, I want to mention two websites. And you should

have gotten a piece of paper with these on there. I think there's some on the back. If you did not, it came in later. And the website here is INVOAD.com. And that's the state of Indiana website for the volunteer organizations active in disaster. I manage that website. And after this conference, there is going to be a new button about right here called enable. And I'm going to have everything, my PowerPoint presentation, and other items linked to this site so that if you want to get to those later, you'll be able to do that.

A second site that I manage is at Purdue. This is a site that has educational materials and information. I will also have that enable button on here, but it will take me a little longer. This site is done by committee and I have to work with a large number of people when we're converting it. So the INVOAD site will have the information much more quickly than this site will. I hope to get it corrected in a week or two.

We get up to 100,000 visitors a year. The INVOAD site does not get as many. I'm getting out and publicizing it more, so I hope we get more to that site.

So on the INVOAD site. I don't expect anyone to read this. I don't like doing that. But what this is is simply

the list of all the long-term recovery committees that we formed in '08 and '09 in Indiana. These committees have done fundraising. They have money to help victims of the storms. They have some very specific guidelines they've gone by.

And I would just -- I wanted this slide up here because if you were a victim of a flood, storm, straight line wind, tornado, hailstorm in the last two years and you're in -- if you're in one of the counties that has a long-range recovery committee, please check with them because they may have help for you, either volunteer helps or funds to replace some equipment.

We think and hope right now that everyone who lost a furnace or a water heater in the flood has gotten help. But like I said a little bit earlier, not everybody has been helped with rebuilds. And if you have trouble you obviously won't be able to see that up there. Send me an email if you have been a victim of a flood and you need assistance. I can sometimes help find, even in counties without long-term recovery committees, I can help find volunteers in communities that need help.

I'll go over a lit bit of statistics on disasters. I put this together based on special needs relative to

disasters. And I'm not sure how this fits into the statistics in general, but 20% of the population has special needs. Individuals with special needs may have additional needs in one more of the following function areas and that may be maintaining independence, communication, transportation, supervision or medical care. 20% of the population. That's a pretty big -- we're not alone.

31 million have serious heart disease-related disabilities. And having had a father-in-law who passed away because of heart failure, there's a lot that we needed to do to plan in case we needed to evacuate or other issues came up in a disaster.

18 million have serious vision disabilities. That's nothing new to the group in here. But you all have emergency managers in your community that haven't thought this through yet that they have populations they have to address. I'll come back to that and kind of help to address how we can do something about that.

32.5 million have serious hearing disabilities. If my batteries on my hearing aids go out, I'm in trouble. And so I do relate to this one.

8,000 new spinal cord injuries a year. That really

does affect how you respond to disasters if you have a spinal cord injury.

But this one I found fascinating. And the source is Alan Frazier. He said 70% of us will have a temporary or permanent disability that makes stair climbing impossible. 70% of us. You don't think about that, but when you're in an earthquake or an automobile accident or other related type of disasters, you may temporarily not be able to climb those stairs. And what are you going to do?

Okay. I also teach the state's public information officer course for state emergency managers. And I have a chapter in there on working with your community to take care of people with special needs populations. And I'm amazed how many times -- and this is not a crack on emergency managers. They are very busy people. I know there's other areas of work that are underfunded.

My daughter's a starving artist. So I know there's a lot of places where we don't have enough managers. And I'm not an emergency manager, so I can say this. They do not have funding and the time to get everything done in the community. They do the best they can. But year after year, I'm amazed at how many of them have not done a very complete list of all the special needs populations in their

communities. And you can just see here some on the list, the elderly, infirmed, pediatric, people with neurological or mental disorders, multi-organ disease, dialysis, immunocompromised and the handicapped.

People with pets. People don't think about that. But people with pets have a disability in a disaster. Why might that be? They can't take their pets to the hotel. And they definitely can't take the pets to the shelter if it's not a pet-friendly shelter. We've done the research. And 30% of the people will stay in their home instead of leave their life long pet or their livestock. And that puts them in harm's way if it's flooding and the waters are rising. We had a lot of that in Indiana in the last year and a half.

People who can't read. Foreign language. People with cultural differences. People with religious differences. Shelters are not necessarily set up for religious differences. Some people will not go for that reason and therefore stay at home.

These are things that I try to get emergency managers to think about in their communities when they plan for disaster. People who are technologically dependent.

So some of what I'm going to give you today is what I'm

trying to get out to the emergency management companies. I'm trying to give you a kind of broad overview, but some may also be just for facts on your own.

The main thing I tell every person, every individual: We need the plan for disaster. And it's four simple steps:

Get a kit.

Make a plan.

Be informed.

Get involved.

And I'll go through that a little bit more closely.

Get a kit. It can be very simple. And by the way, the steps in "get a kit" in this plan are all available from this website. And when you go to "enable," I'll have the links that I'm talking about here you will be able to get to.

There is a federal program called National Preparedness Month, and they have a great deal of good information and some special needs-specific information.

So at INVOAD.com, there will be information there. I won't go in today on what is a disaster supply kit because mine may look different, will have extra batteries for my hearing aids. My wife would have her heart medication. So everyone has a little bit different. But if you go to

INVOAD.com and go to the enable button and look under National Preparedness Month, they have a list of the kinds of things you might want to think about putting in there.

One of the big issues that I have is in Indiana, we don't have the funds to help people without income put a disaster supplies kit together. When you're living day-to-day with your food supplies, how do you put aside a disaster supplies kit?

Purdue Extension does have a program called Expanded Food Nutrition Program, which is helping folks that are on food stamps get the most value out of their dollars. They're trying to look at that. But it's tough. And in some cases -- yes?

>> Didn't Red Cross give out first aid kits? Last thing I knew.

>> STEVE CAIN: The question is does the Red Cross give out first aid kits? To my knowledge, I don't think they give them out. You have to buy them.

>> Why don't they provide them free?

>> STEVE CAIN: Red Cross is having trouble right now just being financially solvent. Because all of the volunteer agencies are having troubles. They have a book that's called "Talking About Disasters," which is very

good. But it's \$3.

Now, someone may have somewhere got a free American Red Cross kit. But it was probably a local chapter or someone put money together to hand them out. It does happen. But by and large, I don't know of any disaster supplies kit that are free from American Red Cross. I'm not picking on American Red Cross. Everyone right now is having trouble with the kind of money it takes to do it right.

>> My question is wouldn't it kind of mess up when the floods from the federal funding, they had a problem? I know Louisiana was one of the states that was neglected, they were promised more money.

I was just asking about Louisiana, the state of Louisiana when they had the hurricane came through there. The federal money, the different not-for-profit agencies, Red Cross and what have you was supposed to be giving money to help out down there. Did they have -- I know that was messed up. Is there any way the money could be better organized to give out?

>> STEVE CAIN: I think what your comment, what you're referring to, there was a lot of bad publicity for American Red Cross right after Katrina because they collected \$1.2 billion right after Katrina and they didn't use it all

for Katrina.

American Red Cross takes disaster money for all disasters. And someone in their organization made a judgment call that we need to keep a little bit of that money for some other disasters.

You would be amazed at how hard it is to hand out \$1.2 billion and get it out there effectively. So it was really an unfortunate thing. I'm not an American Red Cross volunteer. And I'm not defending them, but I am stating the facts that there were some bad vibes that came out after that and it should not have happened because they were doing all they could.

>> People heard of these agencies that just were doing the wrong thing with the money. They weren't getting it out there to them. People were starving. People didn't have the everyday necessities.

>> It's because they were putting too much money into administration.

>> STEVE CAIN: That could be argued that they might be putting too much money into administration. Back here, please.

>> He said in the disaster preparedness kit about prescription medications. There's a real problem with

people being able to have any prescription medication because of the policy of refill too soon. I'm not talking about pain medication that are scheduled drugs. I'm talking about seizure medications, heart medications. Is there any intent for anybody to lobby the legislature to make that something that a person can do? I mean, you can switch them out, but if you have a disaster at the end of the month, you're in trouble.

>> STEVE CAIN: The only thing I can say about that -- and that's a very good comment. There should be some lobbying.

And in 2008 and 2009 when FEMA responded to our floods here in Indiana, they did a lot of things wrong. But do you know what? FEMA takes a lot of bad heat. I worked with FEMA people. And they were working darn near 20 hours a day, 7 days a week, day after day after day. FEMA's trying to do what they do.

One of their retorts when people say well you're messing up -- and this is a very legitimate part, don't blame me, call your Congressman. Let's get something changed. I'm not talking about community organizations acting in disaster, that may be where we go. I don't have a quick solution with the problem. When you get to the

meds, except my wife has heart medication, my son has epilepsy medication, we see the same problems.

What we have to hope is that the communities have enough to help in those particular cases. And I've seen pharmacies do a very, very good job in the heart of a disaster when the community's not totally overwhelmed.
Comment?

>> So what exactly are they doing with the people that are in New Orleans now that were living in the stadium? Because if you remember when the state flooded, there were people swimming in there literally taking a ride in their refrigerators trying to get to roof tops. So what exactly now are they doing with the fact that those people that are living -- that was living in the stadium trying to survive, where is that going with the altitude?

>> STEVE CAIN: Number one, I was supposed to go to Katrina. And that was the actual day of Katrina was the day my father-in-law, who had the heart problems -- this is going to sound like a country and western song -- was diagnosed with terminal cancer with eight days to live. I decided to stay at my wife's place rather than going to Katrina.

They are still struggling to come up with enough funds

locally to help people respond. We have 1300 families who were victims -- survivors of Katrina living in Indiana now. Some of them may never return to New Orleans.

They're doing the same thing we're doing in Indiana. Those 16 long-term recovery committees that are set up, I work with those long term recovery committees. And they strive to help everyone as best they can. But in a disaster like Katrina that overwhelmed the entire nation's ability to respond, they're waiting for volunteers and help to come in. When it gets that severe, it just takes time.

If you don't mind, let's hold the specific topics to Katrina and some other things to the end. There should be time here.

I do want to make a point about someone asked about the donations, American Red Cross. There is a button on the INVOAD site that gets to something FEMA developed after Katrina. And it's called Aid Matrix. And what Aid Matrix does, by clicking on that button, you go to Aid Matrix. And if you want to donate to your favorite organization, it has the entire list of national organizations that are involved in disasters. And so you can read, pick and choose and see what those groups do. I think it's a pretty good function that FEMA came up with.

If you don't mind, I'm going to get through some of this part here and we'll get back to specific stories about some of the recent events.

So under the plan for disaster, get a kit is number one.

Make a plan. And that plan is protect yourself first, because you're no good to anyone else if you don't protect yourself first. We get too many super heros in a disaster. In fact, that gets a lot of people in trouble when they think they can wade through water or drive your truck through this water to go save somebody on the other side.

I had a sheriff up in Remmington, Indiana, that nearly died because he was forming a human chain hand to hand. A man had driven his truck in 6 inches of water. The water was fast enough. He got out and floated down stream about a quarter mile and hung onto a bridge. The sheriff and others tried to go get him. You have to remember this was January of '08 and it was 5 degrees out. These people were freezing. And unfortunately, they were not able to save him.

The sheriff said -- if you've ever been in Remmington, Indiana, it looks flat as a pancake. You put water on it and you would find -- he never thought he would need a life

saver in the trunk of his car to throw somebody on a rope. He now has one.

You have to protect yourself first and then your family.

Protect your pets. And again I'm going to come back to that. I do a lot of area working with pets. Too many people evacuate their home when they're told to evacuate and then they get to the shelter and "go oh my gosh, Fluffy's back at the house" and they try to get back in and put themselves back in danger or actually what happens more often is emergency managers are put in danger as the person is trying to sneak into the home.

And then protect your property. Unfortunately, I think a few people get their priorities wrong in trying to protect their property over themselves. That's just something you have to think about before the disaster so you don't make the wrong decision before you get into it.

Be informed. That's what we were doing here a little bit ago. We were sharing information about different disasters, about the medicine situation. It's about being informed. And contacting your emergency manager and find out what the disasters are in your community. Maybe finding out what the pharmaceutical supplies might be if

you have a flood and people are separated from their medicines.

I'm going to talk about COAD in a moment. Community Active in Disaster or any other group.

Citizen Corps is something started by the Federal Government. You can actually -- your community can apply for a Citizen Corps grant and get some disaster preparedness funds for your community.

The State of Indiana gets about a quarter of a million dollars from national DHS and that's divided up by the Citizen Corps Councils that are in place. You can find out more about Citizen Corps from the Indiana Department of Homeland Security website.

Or any organization that can help you be better prepared for disaster.

Some of you would know organizations in your community that I don't know about that can help people with special needs. We need them to be involved in helping plan for disasters.

Get involved. Change doesn't happen in a vacuum. Enabling involves everyone.

And we just added maybe talk to your legislators, state and federal. It takes that kind of input to help make the

right decisions.

When you're thinking about yourself, ask. Most people just don't -- I can't say most people, but on the average, people do not have a plan for how you evacuate. I lived in an area in Indiana when some of those floods hit. I didn't realize, but we were an island. And before that flood, I thought where I lived way up above the Wabash River. I thought if it floods up here, Lafayette is under water.

A flood isn't about total rainfall; it's about where that rain fell and where that rain's going to go. And we had 16 inches of rain northwest of my farm, and it all ran toward the Wabash River. And for two days we were an island. I never imagined that would happen.

It was thinking: How would I get out of there? Or how will I shelter in a place if I'm blocked off? That can happen actually in a snowstorm. I've been isolated for five, six, seven days back in the '60s. I don't know global warming, if we're going to have that, I shouldn't say global warming, it's called climate change.

>> Where are you from?

>> I'm from Northwest Indiana.

>> What city?

>> STEVE CAIN: Near Lafayette. Monticello. Do I know

what the plan is for everyone else? That helps in several ways if you know where everyone else is going, where will you meet? Whose number will you call? It helps with other people. If an emergency happens, will I be able to receive instructions on what to do? It's important.

Use of way. Take a look around your surroundings. Where you work, where you live. Can you get out by yourself? Or do you need help leaving a room, leaving a building? Leaving a city or leaving an area?

I don't know how they did it in 9/11 when people evacuated New York City. That just amazed me.

What kind of assistance might you need? Write those questions down and then work with your local emergency manager or others who can help you. And I'm going to talk about that a little bit later.

And what things do you need? It's really about you making up what goes into your disaster supplies kit. There's not a magical list of things to go in there.

You should create a support network to help in an emergency. Does anyone in here have a support network for disaster? What's something that's useful about your support network? Richard?

>> I have a pastor. First off I have a home church.

In case of emergency, I got a pastor I can call. And I've got friends that I can call. And say, hey, my house burned down or whatever. But I do have a backup plan like that.

>> STEVE CAIN: What's in your plan?

>> What's in my plan is friends and the people I work with. I'm also with disaster services with the American Red Cross. It's been drilled into us that we need a backup plan. We need people there and available and willing to help people who are physically disabled. And also there's a lot of other people that need to be taken care of. It never really crossed their minds until I came in and said hey, I want to join disaster services. Just caught them completely off guard.

>> STEVE CAIN: I would mention there's a program called CERT, Community Emergency Response Team. It's actually part of the Citizen Corps that I mentioned. And if you live in a neighborhood, having a CERT program in your neighborhood is an excellent idea, especially if you or someone you love has a disability. Because CERT teams are trained to help with triage in a disaster. A very, very valuable thing to have in your community along with a Red Cross plan.

So whether Red Cross or CERT or good friends or

neighbors, tell people where you keep your emergency supplies. Allow someone you trust to have a key to your house or apartment. Contact your city or county government emergency management information office.

This isn't -- I had not dealt -- and I know they're out there, I know the examples out there, but I had not dealt a lot with individuals who had a disability or special need. But I'll give you one example that I think you can relate to it. Two weeks after one of those five floods I pointed out, I came across a church that was housing 40 people. No one from the emergency management, no one from American Red Cross, no one from the state had contacted them.

And at first I felt angry at ARC and emergency management and the state, why didn't they contact them? Well, come to find out this was a church. It meant well. They opened up a shelter. But they had never told anyone that they were opening up a shelter. No one knew that it existed. And so without that communication ahead of time that, hey, we may open up a shelter, or I know someone who has a disability, without that information to the right person, they can't get there when they need to help.

Wear medical alert tags or bracelets to help identify your disability. If you're dependent on dialysis, other

life sustaining treatment, know the location and availability of more than one facility.

Show other people how you operate your wheelchair. And know the weight of it in case it has to be transported. These kinds of things may have to happen in an evacuation. We probably won't have the latter part as much here as you would in a coastal community. But we could have an evacuation in Indianapolis if there's a toxic gas or something like that that's released and people need to get out in a hurry.

I only had so much time today, so I just went through a few points, but this is the website offered by the Department of Homeland Security, people with disabilities and other special needs. There's a lot of good information there. There's a video there. That's a fairly long URL. It will be linked on the INVOAD.com tonight. I asked my student to do it. He usually gets it there within hours of it. But I'm going to leave it there hanging for a minute.

The American Red Cross, the United Way, Salvation Army, Department of Homeland Security have tried to do a lot in terms of offering information. Where we're short is getting that information down to the community level and getting it out into people's hands where they can use it.

So anything that you can do to help spread the word about that information being available would be great.

I'm going to switch gears here a little bit and talk about collaboration groups in counties. And I mentioned both Citizen Corps and COADs. All they are there to do is to enhance communication, cooperation, coordination and collaboration of the agencies. By bringing people together and talking about potential disasters ahead of time, we can start to identify the special needs areas of the communities.

And like I said a little bit earlier, that may be a language, "special need," not just a physical special need. And so I have been going across the state. In January of '09 we had no COADs in Indiana. Today we have now about 30 counties that are covered by some form of a COAD. Johnson County just south of here has a COAD. Clark, Harrison, Floyd, down by Louisville now have a COAD. Owen County. Monroe County is just exploring it. There's an eight-county area around Lafayette that has a COAD. Madison County. Putnam County.

What my hope is that if we can get more counties to identify COAD and a team of people to come together even just three or four times a year and say: What are our

disaster issues in this county? How can we help? And I'm going to pound them on the special needs issues because it does get overlooked if you don't -- with limited resources, limited time, people with good intentions just don't think.

The goal of a COAD is to alleviate suffering. Certainly planning and helping can do that. It's to coordinate human services, whether it be pharmaceuticals or whether it be the proper vehicles to move someone who is not very mobile out of the community.

If the COADs get to a higher level, this is many years from now, we hope to do some training and exercising at the local level. Boy, it would be nice to do a special needs kind of exercise to see how that would work in a community.

A COAD's guiding principles are to provide the essential functions, volunteer coordination.

There are two disasters that happened after disasters, the second and third disaster. They don't necessarily happen in the same order. But the second disaster is too many unaffiliated volunteers showing up and standing around and eating food and drinking water and not doing anything because no one knows what to do with them. In fact, they become the disaster victims because you now have to find shelter for these unaffiliated volunteers.

If we get good COADs going in this state, we will have volunteer management at a level where we can use volunteers to come in and people will be better informed about how to get affiliated.

It's pretty simple. To be affiliated, work with a reputable organization that's involved in disasters. That can be a faith-based organization. It could be the American Red Cross, Salvation Army.

The second or third, depending on the order in which they show up after a disaster, is clothing, believe it or not. And unwanted materials. And clothing often ends up, believe it or not as an unwanted material in a disaster. I was in Munster, and a church had a hall this big filled with clothes -- I kid you not. I'm 6 foot something. A little bit taller than me from the floor -- that they didn't know what to do with. They ended up having to haul it off to a landfill. That took trucks and people's time.

That is a good scenario. In Katrina and in the hurricanes that we have in Florida, we actually had clothing sit outside and rot. And now you got other problems. Now you got food that's donated that people can't use.

Cash is king in a disaster. If you can get cash to your volunteer agencies, they usually know how to use .

So a COAD works with donations management.

And some day I would like to get us to a point where we are talking about education and advocacy. And I'm advocating for special needs right now to an audience that knows better, knows well, but I'm also doing it with the emergency managers and other agencies.

Some of the other essential functions. Spiritual care. I had a woman at the American Red Cross in Columbus, Indiana, with her head to the floor. This woman was old enough. I know she's seen World War I, World War II, the Depression, other wars, other problems. And she was walking around saying "This is the end of the world, I know it." And if I was in her community and had seen what she saw, I might come to somewhat to the same conclusion, but I was driving in and out of Columbus. She needed spiritual care. She needed mental care.

And it's a very important thing in a disaster. And it's very difficult because the American Red Cross in that particular town was overwhelmed immediately with the numbers of people that needed help.

You could see the list of other things that a COAD can

work with, information referral, funding and organizing a recovery group, which is what we did in Indiana fairly well. A COAD looks at other counties. The county right next to me is Benton County. If everyone stood up in Benton County, I think I could count them. It's flat like my county. They don't have a lot of community resources. And so they have brought into the West Central Indiana COAD, and so they have Tippecanoe County and some other counties that are willing to help out. As we get further in it, we'll know what counties can help with what functions better.

A COAD strives to help recovery efforts, accommodate diverse cultures, lifestyles and special needs. That is an essential elements of COADs. Are we there yet? No. We are a long way from there. But we are going to address it. And it's a dynamic process that always changes. People say "Well you got a COAD in place. You have an emergency plan in place." That's the first step. It continually evolves as we find out more information.

American Red Cross's new book, "Talking about Disaster", has some of the latest information about tornadoes. And I apologize. I am told it debunks some of the myths that we used to think about tornadoes where you

go to this corner of the house or that corner of the house. So if you're a web searcher, get on American Red Cross's site; and if you want to look at the latest information they have talking about disaster on tornadoes, it may be useful.

Who's involved in a COAD? Everyone. But I will say this. After forming about -- I think we have eight active that are actually setting up guidelines, we have asked people if you're going to join the COAD, join representing someone. Don't come to the COAD as an individual. Because we want you to join those groups. The COAD does not want to take away from other organizations in the community. The COAD is just an umbrella of those organizations, if that makes sense.

So community organizations, faith-based, voluntary organizations, civic club. I just found out the Lions Club is making a major commitment to disaster preparedness in this state. So if you work with the Lions Club or even if you don't, there may be an organization that you might want to get on their agenda to take a look at special needs.

By the way, your local Lions Club person may not have heard that yet. I just got that two weeks ago from some on state level. And they got that information from the

national level. I'm glad to see the Lions' club is taking a look at that.

Social service agencies should be involved. Local businesses. Two of the quickest responders to disasters are businesses and churches. Faith-based organizations. A big pat on the back for Wal-Mart. They get water to the site faster than anything I've ever seen.

Don't forget to have local businesses involved. Emergency managers, obviously. But the number one role for an emergency manager during a flood is to save people's lives. And when it comes to special needs, I want to say this. That if the entire community would be better prepared for disaster and the emergency manager isn't having to go to people who don't need immediate aid, that emergency manager could spend more time with people who have special needs.

So, again, getting the community better prepared for disaster so that we don't have people putting themselves in harm's way that shouldn't be helps.

I kind of talked about this with the visuals at the beginning, but the type of disaster operations range from single-family to national, international, worldwide. That's important to a COAD for one reason: I ask the COADs

to consider what kinds of disasters they're going to respond to, whether it be recovery, whether it be preparation. Because there's a lot of tough love in this business. And there's only so much money to go around. And one COAD only had enough money -- we had five federally declared disasters. One COAD only had enough money, we can only help those in 2008.

Now that's on recovery. That's not on saving people's lives and that kind of thing. But at some point they ran out of money and said this is all we can help.

And it gets back to the folks' questions over here. What are they doing over there in Katrina? They're still searching for money. They're still searching for volunteers to help. The recovery the size of Katrina, it takes six, seven years. We're going to be three years out before counties are patched up here in Indiana. But I do have to say Indiana did a great job.

Dynamic community partnerships with disability stakeholders. As I said earlier, all disasters are local. Local approaches for local issues is what's critical. What are the key special needs issues of your community? A COAD can help try to take a look at that and plan for it.

Understand the big picture and help shape the approach.

I'm asking everyone, all of us, to help shape the approach of how we deal with special needs and disasters. You've heard me say this over and over again. Things need to be practical, familiar and friendly.

Leverage your strengths. Work to mitigate and build broad team support in areas of challenge.

They depend on persistence, time and a team approach. Rome wasn't built in a day. I'll tell you what, disaster preparedness is not, either. In fact, 10 years ago I belonged to a national disaster organization. I used to go to their meetings. I said, "Come to Indiana, we don't have disasters." I quit saying that after the last two years. I was trying to promote Indiana.

Partnership was a growth process, but with the understanding this is a long-term commitment. We're hoping to get these COADs going. And we're hoping people will stay with them and our communities will be better prepared.

This is a list I go through with emergency managers, where to find special needs populations. Health homes, home healthcare, hospital discharge. A lot of people don't even think about somebody got discharged from the hospital. Maybe the hospital ought to have that list ready for the emergency manager in case a disaster happens. Many people

will go to church and faith-based organizations, homeowners' associations, community leaders and healthcare for the homeless. Am I missing some people up here? This is important because I do talk to emergency managers about this. Are there some other places?

>> Apartment complexes.

>> I work with a Center for Independent Living. We touch base with persons with disabilities. We are trying to put together an emergency preparedness kit so they'll be ready and know who to contact in case they are in one of those situations where they're stuck on an island at home, have to be in place, how to get out, who to contact, what kind of things you need in a kit. Whether it be a radio that's battery operated so you can get information so you can make decisions.

Also, making sure that they have their network in place. Maybe calling a person across the street. But if they're in the same general area in case of disaster, you may have to think about having a friend 100 miles away or somebody else that you can contact that knows your specific -- knows your disability. And just trying to get them to realize that it's something, like you said, you have to prepare for yourself to be able to help yourself.

>> A lot of real good points in there. You also reminded me that the long distance phone call, sometimes it's easier to make a long distance call than it is a local call. The local lines may be out. But the long distance call could get you to somebody who could help you.

>> The other population is homeless centers. A lot of special needs people with disabilities at our homeless centers, especially the bigger cities.

>> Other groups? Okay, thank you. Okay. Going through the planning process of helping for special needs, it should be the widest possible identification.

And again I'm not kicking emergency managers, but I've seen their comprehensive emergency management plans, and quite often they're going to be tempted just to put the basic information in there. And they may not think through all the lists and the needs. This is where someone who has some knowledge in this area can help the emergency manager expand that plan and emergency support functions so that they get out to the widest possible identification.

Take into account all categories of functional limitations. Of course they should ask themselves: What are they planning for? And think in all phases.

We had this problem with our long-term recovery

committees, as well, in emergency planning. There are people who come forward. And you think "well, I'm doing my job." We put the information out in the news media. We put it in the newspaper. We send Emails out. We sent newsletters out.

Well, okay, so people have come forward and we've done our job, right? No. There are people who are disenfranchised. This is a special needs population. They may be completely mobile, have no other issues, but they're completely disenfranchised with the local government or the local response agencies. And so they may not be paying attention to those messages. They may not know that they need help.

So that the search has to go out. And the one thing that we do when we put public service announcements out about disaster is we ask people in the neighborhood to ask a friend: Do you need help? Because that person may not even think they need help. It may be a mental condition that resulted from the disaster itself and that person's dealing with frustrations and they're getting grouchy at work. And then you come to find out that their home had been flooded. So sometimes it takes going past just the people who come forward and ask for help.

We've got a list of the different -- some of the different functional limitations: Motor, dexterity, vision, hearing, cognitive. And many people acquire them. I brought this up. Up to 70% of the population would not be able to climb stairs or get out of the basement if they were in the basement. Some people acquire a disability during an incident.

On Thursday of this week, there's a mental health conference here in Indianapolis that's actually out in Plainfield that's dealing with mental health issues and disabilities. And I really hate the term "the walking wounded" and there's another term that people use, the walking wounded and the walking well.

People show up at a shelter. And people look at them and say "you're fine. You don't need help." Well the issue may be here (pointing to head). And it's not a fault of the person who is reacting in a disaster asking for help when they may not appear to need it. It's a normal reaction to be overwhelmed by a disaster. It is a disaster. So we need to think about even the kind of mental issues that are going on in a person's mind when that disaster happens.

In our business course we talk about plan for how new

hires and other people will understand the emergency plan as part of the hiring and orientation process. It should be integrated into every aspect.

And I say it in a different way. Churches and faith-based organizations are two of the pillars of a community when a disaster happens. And if businesses aren't better prepared for disasters, then we will have more issues in the community.

Information is number one in a disaster. At some point, maybe some critical medication is number one. But information comes before food and water in a disaster. And so the four categories we put that into: What is the emergency disaster? People just need to know what is it? What am I responding to? And that helps them start to process the information.

Is there a way out? If there is need for that, can everyone use it? And what assistance may be needed? Those are critical need -- critical questions for people with special needs during a disaster.

I'm not going to go through all this slide, but it's basically taking a look at all the notification systems that could be used in a disaster.

One of the things that is not actually on that slide

that we talk about in our emergency management talk is the ham radio operators. They have the system in which they communicate back and forth to each other and sometimes even when phone lines are down. That ham radio operator that lives in the community can get the word out to the neighborhood.

I'm not sure I see -- this is something I got from the USDA. I'm not seeing -- there it is right toward the top. Public address system. Sometimes you have to get a horn on top of the wagon and go through town and let people know what needs to be done when all the other communication is down. Information will bring a community back to normal quicker than anything. It is not knowing that really bothers us.

I drove into Washington, D.C. about -- it was right after 9/11 and that was the first time I put together my own portable disaster supplies kit. And I get into D. C. and it is right after 9/11. It is kind of weird. There were police cars cordoning off a circled area. That's where my hotel was in the middle of it. I was able to find out that I could park my car outside of that area and walk into my hotel. And the hotel had no power, but I had my to go kit. I had my crank flashlight. They said do you need

someone to escort you to your room with a flashlight? I said nope, got it here. So I used it almost immediately after I got it.

I think you're the one who mentioned -- someone mentioned how you get information. A NOAA weather radio, battery operated, is a phenomenal source of information. And homeland security alerts are on NOAA weather radio. If you can afford one, figure out how to get ahold of one, they're very, very good to have.

We're taking a look at wireless. And this may be -- I really don't know the RERC group. Again I got this from USDA. It's a survey of consumer advisory group. There were 1600 people with disabilities, and 85% use wireless products. 77% state access to wireless is important. And 65% state a wireless device was important for its role in emergencies.

The RERC group, I think the next slide relates to it, too, there is a project started by the Rehabilitation Engineering Research Center for wireless technologies, and it's sponsored by the National Institute on Disability and Rehabilitation Research, they are taking a look at wireless communication and how it can help in the disability world. So I brought that slide up here mainly just to let you know

that there is research being done on this if you're interested in that topic.

All right. We're going to wind down here. Actually have quite a bit of time. I didn't want to go over. I'd rather have discussion.

I want to talk a little bit about leadership during disaster. You know, it's counterintuitive, but remain calm. And the way you remain calm when a disaster happens is by having a plan, having exercised your plan, having been through the drill, whether it's evacuating your house or apartment, evacuating a business, when you've exercised it and you planned it, you buy that emotional calm that happens right after a disaster. That only comes from doing those things. Please try to work through the chaos and confusion and don't add to it.

And I'm talking about leadership functions here. Establish a priority of work. Usually by doing that, you find you get more done than if you're just trying to run everywhere and solve every problem.

Even disaster, personally or whether you're a leader: See, hear, listen, ask questions, find out what the situation is first so that you can create an understanding and then act. Acting without that process actually

contributes to the disaster problems more often than not.

Collaboration is key. Everyone has a boss. Unity of effort, not unity of command. That's another reason why we want to set up COADs. In a disaster, the emergency manager is in command. And all agencies that cooperate with that emergency manager are going to get a whole lot more done if working together on a community level rather than working without.

Ask yourself: Who else needs to know this information? I've said it before. Public information is critical in a disaster situation. If you're playing a leadership role, you have to give access to the media. If you're not, other people will be giving the media information. We see that all the time when we see a disaster in an area. Stay connected with those responsible. In Katrina, the conversations that were going on between the mayor, the governor and the President, they were all three on different pages talking different messages, and that added to the confusion of Katrina.

Track what the key leaders are saying so that you can act appropriately or react appropriately.

Deal with misInformation put out by others -- and there will be. I also do, in disaster communications, I talk

about how we use future communications. And misinformation is going to happen more with disasters rather than less as technology allows more -- different kinds of communication.

The real art of leadership is getting people to follow you willingly in disasters. That's because you've established authority. When you talk to the media or talk to people, your audio and your video will have to match what you say. Leaders cannot be observers. You must be a player.

Mayor Guiliani was probably the best at that. He gave out messages -- three messages, no more than 27 words. Do this. That's what Mayor Guiliani did very, very well after 9/11. Unfortunately, he didn't follow his own book he put out when he ran for President because he didn't communicate as effectively then as he did during the disaster.

The leader takes responsibility for what happens, good, bad or ugly. And don't play the blame game in disasters. You'll go down the tubes. Work with the news media. Don't use the news media. Work with the news media; they'll work with you.

All right. I wanted to leave time for discussion. But that is my email address up there, Cain@purdue.EDU. My phone number is 765-494-8410. First hand was over here.

>> We had a tornado. We were in a tornado. And we found one thing you should do is know your neighbors. Because instead of everybody standing out going crazy, it killed all of our trees. They were down. And everybody got out and cleared the road. And it was the one road this happened to be that the parents could get to their kids. They had been like five and six hours trying to get. And we live in the city. And we're a block and a half away. We cleared the road. We didn't realize at the time when we were all working with each other. And then one lady tried to have a heart attack and one person took an axe and accidentally cut themselves.

So if you've got a health professional in the neighborhood, if you know the neighbors, you know what the different neighbors can do.

>> You touched on a lot of good points there. The CERT team, as I mentioned before, having certified emergency responders that can help with that axe cut. Heart attack is a little more critical. But you do need to -- you possibly need to get the roads cleared out as quickly as possible.

The one good thing about a tornado is it's gone quickly. You can lifeline people out. As opposed to a

three-day straight line wind which may take trees down and cause problems. Even in that situation, two different scenarios create much different needs.

>> Also, I'm trained as a hospital chaplain. I've got 10 years at RHI. Right now due to my wife's health condition, I'm not doing it. But I work with newly injured patients. When you have newly injured spinal cord and brain injury. Also, I got my training through wish (?) the emergency room and also I got the -- I don't have the experience now that I should have, but I've also got the psyche care. I've had experience as a chaplain. I've also had experience working with newly injured patients. We've had young kids come in in their 20s. They were brain injured. Due to motorcycle and other. But I got a little bit of training and I take that expertise and what I used and take it back out to the community.

In June of '98 my house burned. I had other problems. Folks, let me tell you what, when my house burned down, the next day the American Red Cross -- first off, Lawrence Fire Department came over there and they brought the disaster wagon. And they brought the body bag and all the stuff because they said they were going to find folks.

The American Red Cross, my buddies, the very next day

there was the American Red Cross over to my house. And, folks, they gave me \$150 -- I'll be up front -- for clothing. And the pharmacy where I got my medicine, they had the next day, they called Jerry's House and they fixed me up with all my medication. Anything I needed, I had. And, friends, when I needed a hospital bed, friends come through and got the money. I had a hospital bed cranked up. All my friends came through. And I'm thankful for the Red Cross and all the other people. Just make sure that you got friends.

>> If I can, it is an individual disaster. You had people who helped. You multiply that by thousands, then you're getting to the point where don't have that kind of help. That's what you call the disaster.

>> I was just thinking when someone was talking about neighbors. We live in a complex where people kind of watch out for each other. And I think that's important. Because in a disaster, we can all check on one another. We'll all be there.

>> I grew up in a rural area where you couldn't go out your door without your friends' family, neighbors knowing it. Sometimes that wasn't the most pleasant experience. But boy when you need help, that's a good experience. So

if we can have that sense of community, it's very, very helpful.

>> During the ice storm in January, we learned quite a bit in Evansville and the surrounding areas. And we found one thing when you request the National Guard to come in, you have to be specific. We had just asked for trucks and help. But we didn't ask for ambulances, so they didn't send any. So you have to make sure that you do that.

And we had a church that had set up a disability shelter. But we found out that at the Red Cross, where a lot of people normally would go, there were caregivers that just dropped people off. We had a person that was on dialysis that was just dropped off and had no idea where he got services. And we finally tracked down a son in California that gave information for him.

So I'm on the Vanderberg Evansville Council for Disabilities. And in January, we had the Red Cross -- no it was after that, we had the Red Cross come to find out what they could do and what their plans were. And we found that there's a lot of people with disabilities that the Red Cross would be able to provide shelter for, but there are some that they couldn't.

And so then we put together a committee of all of the

interested people such as we had nursing home, hospitals and emergency management and the various city and county offices were all brought together. And we've just completed writing a disaster plan for people with disabilities. And right now that we're in the process of getting letters of agreement signed with all of the various agencies.

>> STEVE CAIN: When you get the plan done, I hope you can share it with me and I can put it on the website.

Evansville was named Project Impact Top Prepared City in the Nation in 1994. It was the poster child for the entire country. And, unfortunately, Project Impact as a FEMA project ended. I'm not sure what the City of Evansville did at the end of that, but they did some good work.

>> My husband and I are both healthcare professionals. And every two years when we renew our licensure, you're asked whether or not you would volunteer to provide -- however, the state system must use your address and not where you put your county of residence, because we are constantly asked, because our post office is in another county, to provide services to a county where we don't live. And in an emergency, you don't feel like you can

leave and go that far away. So that's a problem with the state system.

>> STEVE CAIN: There are tons of examples like that that cause communication foulups. In every disaster, there's going to be. As simple as during the four hurricanes in Florida, one of the communities asked for ice -- keep in mind it was Florida -- after the hurricane. It was 100 degrees out. People needed ice. They got a semi load of ice. It was huge, huge blocks. And they didn't have any forklifts or anything to unload it. And so that ice was rolling off the back of the truck as water. And a lot of that ice was wasted. It's going to happen.

Communication, databases don't match up. I'll keep putting a plug in for COADs. The more we can have COADs and the more -- if we can get sophisticated enough to get a database so that we know you live in this county but you're registered in this county because of where the post office is located, we may be able to help clear those kind of things up.

>> I'm blind. And the thing about for a blind person, if you are watching TV or something like that, you don't always sometimes get accurate weather information. You get a lot of stuff on screens. So I think that's an issue.

And I think the NOAA weather radios are a great idea. I have them myself. People who can afford them should get NOAA weather radios. I think with all the bailout, that the government could provide to everybody.

But I had one more thing and I lost my thought. So we'll stop there.

>> Thank you for that information.

>> The comment was Walgreens giving away?

>> What I saw at Walgreens was a \$90 preparedness pack that was one set pack. It wasn't necessarily individually set up for different people. But they may have had the give-away, too, I don't know. Comment over here.

>> Like I say, I work with the Indianapolis Resource Center for Independent Living. When you work with or have disabilities, have one or not, the best thing to try to do is put together a kit of your own. It doesn't have to be real expensive. We have some, limited number. You can contact us and we'll be happy to try to help you put one together. Just a little bag like this. If you have some little extra medication, have a notebook that talks about your support system, have something that talks about your disability if you're unconscience, what equipment you need, if you use a wheelchair, if you need crutches. Things like

that. You don't need to make it real difficult.

Make it as simple as possible so you can may be able to get out of the danger and get to a location, a shelter where you can get other services. So don't get anything so big like the big trunks that you can't carry, you need a four-wheel drive to get it out. Just something you can throw around your shoulder and get out with pertinent information, records about you, about your disability, about what medications you need. Things of that nature.

Again, Indianapolis Resource Center for Independent Living, we'll be happy to assist you. You can see her. She can help you.

>> We use backpacks that are vinyl. And plastic bags and Ziploc bags, really very simple things so that if it is a disaster that involves water, you can have your things protected.

>> STEVE CAIN: That's a very good idea. I didn't even think about that.

Any comments, questions? You've been very good. Thank you very much.

>> Don: Before you leave, did everybody get the handout and the evaluation? We need the evaluations back. Thank you all.

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